WHAT IS CLAIMED IS:

1. An interface control system for use with, (1) a communication facility including remote terminals for individual callers, wherein said remote terminals may comprise a conventional telephone instrument including voice communication means and digital input means for providing data, (2) a multiple port, multiple format processor for interfacing a substantial number of callers in any of a plurality of formats to concurrently process data, and (3) a plurality of live operator stations with prompting capability, for a plurality of formats, said interface control system comprising:

call data means for receiving signal-represented call data from said terminals;

selection means for selecting one of said formats under control of said call data means to thereby further specify any defined conditions for a connection of a call either to said multiple port, multiple format processor or one of said live operator stations, at least one of said formats having at least one specified condition; and

interconnect switch means for providing format data and controlling connections from a calling remote terminal to a port of said multiple port, multiple format processor or one of said live operator stations under control of said selection means.

2. A system according to claim 1 further including test means to specify test conditions for certain of said formats and means to test compliance with said conditions to further control said interconnect switch means.

3. A system according to claim 2 wherein one of said test means comprises means for executing a test based on the time of a call.

4. A system according to claim 2 wherein one of said test means comprises means for executing a test based on the history of the calling remote terminal.

5. A system according to claim 2 wherein one of said test means comprises means for executing a test based on the demographics of the calling remote terminal.

6. A system according to claim 1 wherein said selection means includes a look-up table for specifying said formats addressed by call data.

7. A system according to claim 1 wherein said selection means includes a control storage location and means for setting control data in said control storage location responsive to said call data.

8. A system according to claim 1 further including a voice generator means for prompting a caller.

9. A system according to claim 1 further including means for storing data representative of calls.

10. A system according to claim 9 wherein said means for storing includes means for storing billing data.

11. A system according to claim 1 further including means to provide an abort signal, the system being responsive to said abort signal to reactuate said interconnect switch means for providing alternative connections with format data.

12. A system according to claim 11 further including test means to specify test conditions for certain of said formats and means to test compliance with said conditions to further control said interconnect switch means.

13. A system according to claim 1 wherein said selection means selects under control of DNIS signals.

14. A system according to claim 1 wherein said selection means selects under control of ANI signals.

15. A system according to claim 1 wherein said selection means selects under control of equipment type signals.

16. An interface control system for use with, (1) a communication facility including remote terminals for individual callers, wherein said remote terminals may comprise a conventional telephone instrument including voice communication means and digital input means for providing data, (2) a multiple port, multiple format processor for interfacing a substantial number of callers in any of a plurality of formats to concurrently process data, and (3) a plurality of live operator stations with prompting capability, for a plurality of formats, said interface control system comprising:

12   call data means for receiving signal-

13 represented call data from said terminals;

14   selection means for selecting one of said

15 formats under control of said call data means to thereby

16 further specify any defined conditions for a connection

17 of a call either to said multiple port, multiple format

18 processor or one of said live operator stations, at

19 least one of said formats having at least one specified

20 condition;

21   test means for testing the specified condi-

22 tions to provide approval signals; and

23   interconnect switch means for providing

24 connections from a calling remote terminal to a port of

25 said multiple port, multiple format processor or one of

26 said live operator stations under control of said

27 selection means and conditional, in conditioned formats,

28 on an approval signal from said test means under control

29 of said approval signals from said test means.

1   17. A process for interfacing a telephonic

2 communication system including remote terminals either

3 with a multiple port, multiple format data processing

4 system, said multiple port, multiple format data proces-

5 sing system for concurrently processing data from said

6 remote terminals according to a plurality of formats, at

7 least one of said formats having at least one condition

8 for a calling terminal, or one of a plurality of opera-

9 tor stations with prompting capability for a plurality

10 of formats, and wherein said telephonic communication

11 system provides call data signals, as to indicate called

12 and calling numbers, said process including the steps

13 of:

14   receiving said call data signals from said

15 telephonic communication system for a calling remote

16 terminal;

17   selecting a processing format either for said
18 multiple port, multiple format processing system or one
19 of said plurality of operator stations for the calling
20 remote terminal under control of said data signals as
21 the selected format;
22   testing the selected format in relation to
23 said call data signals; and
24   conditionally interfacing said selected format
25 to a calling terminal under control of said testing of
26 call data signals.

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